

What is claimed is:

- 1 1. A system for conducting a communication comprising:
2 at least one device for realizing a plurality of events in the communication, the at
3 least one device generating a plurality of records concerning the events, respectively, the
4 records including data descriptive of the respective events, each record including an
5 identifier identifying the communication; and
6 a server for processing the records before transmission thereof.
- 1 2. The system of claim 1 wherein the communication includes an information
2 assistance call.
- 1 3. The system of claim 1 wherein the at least one device includes a switch
2 subsystem for receiving the communication.
- 1 4. The system of claim 1 wherein the at least one device includes a voice
2 response unit.
- 1 5. The system of claim 1 wherein at least one device includes a database
2 subsystem for providing information assistance in the communication.
- 1 6. The system of claim 1 wherein at least one of the events includes a search for a
2 telephone number.
- 1 7. The system of claim 1 wherein the at least one of the events includes a
2 StarBack event.

1 8. The system of claim 1 wherein the data includes information identifying
2 classes to which the respective events belong.

1 9. The system of claim 1 wherein the server compresses the data in the records
2 before transmission thereof.

1 10. The system of claim 1 wherein the server controls a rate at which the records
2 are transmitted.

1 11. The system of claim 1 wherein the server identifies selected records which are
2 not to be transmitted.

1 12. The system of claim 1 wherein the server identifies priority statuses of the
2 records and causes the records to be transmitted in an order pursuant to the priority
3 statuses thereof.

1 13. The system of claim 12 wherein each of the priority statuses is indicated by a
2 weight value relative to a predetermined weight value.

1 14. Apparatus for conducting a communication, the apparatus comprising:
2 an interface for receiving a plurality of records, each record being associated with
3 a respective one of a plurality of events occurring during the communication, each record
4 including at least an identifier identifying the communication;
5 a memory for storing a configuration file; and
6 a processor for processing the records based on a specification in the
7 configuration file.

1 15. The apparatus of claim 14 wherein the records are transmissible, and the
2 processor compresses data in the records before transmission thereof.

1 16. The apparatus of claim 15 wherein the specification includes a translation
2 table, and the data is compressed by translating selected terms in the records to
3 representations thereof in accordance with the translation table.

1 17. The apparatus of claim 14 wherein the records are transmissible, and the
2 processor controls a rate at which the records are transmitted.

1 18. The apparatus of claim 17 wherein the specification includes a selected length
2 of a time window, and the processor controls the rate based on a latency measure within
3 the time window.

1 19. The apparatus of claim 14 wherein each record includes a plurality of fields,
2 and the processor identifies selected records which are transmissible based on one or
3 more values in a selected field of the selected records, the specification including the
4 identity of the selected field and the one or more values.

1 20. The apparatus of claim 14 wherein the records are transmissible, and the
2 processor identifies priority statuses of the records based on the specification, the
3 processor causing the records to be transmitted in an order pursuant to the priority
4 statuses thereof.

1 21. The apparatus of claim 20 wherein each record has a plurality of fields, the
2 specification including an association of a priority value with at least one of the fields
3 which has a selected value.

4 22. The apparatus of claim 21 wherein the priority value includes a weight value
5 relative to a predetermined weight value.

1 23. A communications system for processing a call received in a call center
2 where an operator provides services in the call, the communications system comprising:
3 at least one device for helping the operator to provide the services in the call, the
4 at least one device generating a plurality of event records concerning the services, each
5 event record including an identifier identifying the call;
6 a memory for storing a configuration file;
7 a first server for processing the event records in accordance with a specification in
8 the configuration file; and
9 a second server for receiving the processed event records from the first server
10 through a communications network, the second server generating a database including
11 selected data from the received event records.

1 24. The system of claim 23 wherein the at least one device includes a switch
2 subsystem for receiving the call.

1 25. The system of claim 23 wherein the at least one device includes a voice
2 response unit.

1 26. The system of claim 23 wherein the at least one device includes a database
2 subsystem for providing information assistance in the call.

1 27. The system of claim 23 wherein at least one of the services includes a search
2 for a telephone number.

1 28. The system of claim 23 wherein the at least one of the services includes a
2 StarBack service.

1 29. The system of claim 23 wherein the specification includes a translation table,
2 and the first server translates selected terms in the event records to representations thereof
3 in accordance with the translation table.

1 30. The system of claim 23 wherein the specification includes a selected length of
2 a time window, and the first server controls a rate at which the event records are sent to
3 the second server based on a latency measure within the time window.

1 31. The system of claim 23 wherein each event record includes a plurality of
2 fields, selected event records being sent by the first server to the second server, the first
3 server identifying the selected event records based on one or more values of a selected
4 field in the selected event records, the specification including the identity of the selected
5 field and the one or more values.

1 32. The system of claim 23 wherein the first server identifies priority statuses of
2 the event records based on the specification, the first server causing the event records to
3 be transmitted to the second server in an order pursuant to the priority statuses thereof.

1 33. The system of claim 32 wherein each event record has a plurality of fields, the
2 specification including an association of a priority value with at least one of the fields
3 which has a selected value.

1 34. The system of claim 23 wherein the first server causes the event records to be
2 stored when a loss of a connection through the communications network is determined.

1 35. The system of claim 23 wherein the communications network includes a wide
2 area network (WAN).

1 36. Apparatus for capturing events comprising:
2 an interface for receiving data concerning first events;
3 a processor for inserting the data into a database, and identifying second events
4 based on selected data being inserted into the database; and
5 an output for generating records representing the second events.

1 37. The apparatus of claim 36 wherein the data includes identifiers identifying at
2 least one class to which the first events belong.

1 38. The apparatus of claim 36 wherein the records include identifiers identifying
2 at least one class to which the second events belong.

1 39. The apparatus of claim 36 wherein the first events concern outbound calls
2 made from a call center, and the second events concern long distance connections made
3 in the outbound calls.

1 40. The apparatus of claim 36 wherein the first events concern conference calls
2 made through a call center, and the second events concern long distance connections
3 made in the conference calls.

1 41. The apparatus of claim 36 wherein the first events concern outbound calls
2 made from a call center, and the second events concern a selected service to which the
3 outbound calls are connected.

1 42. The apparatus of claim 36 wherein the first events concern conference calls
2 made through a call center, and the second events concern a selected service to which the
3 conference calls are connected.

1 43. Apparatus for compiling statistics concerning at least one communication, the
2 communication including a plurality of events occurring during the communication, the
3 apparatus comprising:

4 an interface for receiving records representing the events, each record including an
5 identifier;

6 a processor for associating selected records with the communication based on the
7 identifiers in the selected records; and

8 an output for generating the statistics concerning the communication based on
9 data in the selected records.

1 44. The apparatus of claim 43 wherein the communication includes an
2 information assistance call.

1 45. The apparatus of claim 43 wherein the identifiers each identify the
2 communication.

1 46. The apparatus of claim 43 wherein the statistics is a function of time when the
2 communication takes place.

1 47. The apparatus of claim 43 wherein the statistics is a function of an interval
2 during which the communication takes place.

1 48. The apparatus of claim 43 wherein the communication is conducted through a
2 call center, and the statistics is a function of a location of the call center.

1 49. The apparatus of claim 43 wherein the communication is transported through
2 a carrier, and the statistics is a function of the carrier.

1 50. The apparatus of claim 43 wherein the communication originates from a
2 market, and the statistics is a function of the market.

1 51. The apparatus of claim 43 wherein the selected records are selected based on
2 a type of event represented thereby.

1 52. The apparatus of claim 43 wherein the data includes indications of selected
2 events represented by the selected records.

1 53. A method for use in a system for conducting a communication, the system
2 including at least one device, the method comprising:
3 realizing by the at least one device a plurality of events in the communication;

4 generating by the at least one device a plurality of records concerning the events,
5 respectively, the records including data descriptive of the respective events, each record
6 including an identifier identifying the communication; and
7 processing the records before transmission thereof.

1 54. The method of claim 53 wherein the communication includes an information
2 assistance call.

1 55. The method of claim 53 wherein at least one of the events includes a search
2 for a telephone number.

1 56. The method of claim 53 wherein the at least one of the events includes a
2 StarBack event.

1 57. The method of claim 53 wherein the data includes information identifying
2 classes to which the respective events belong.

1 58. The method of claim 53 wherein the processing includes compressing the
2 data in the records before transmission thereof.

1 59. The method of claim 53 wherein the processing includes controlling a rate at
2 which the records are transmitted.

1 60. The method of claim 53 wherein the processing includes identifying selected
2 records which are not to be transmitted.

1 61. The method of claim 53 wherein the processing includes identifying priority
2 statuses of the records and causing the records to be transmitted in an order pursuant to
3 the priority statuses thereof.

1 62. The method of claim 61 wherein each of the priority statuses is indicated by a
2 weight value relative to a predetermined weight value.

1 63. A method for collecting information concerning a communication, the
2 method comprising:
3 receiving a plurality of records, each record being associated with a respective one
4 of a plurality of events occurring during the communication, each record including at
5 least an identifier identifying the communication;
6 storing a configuration file; and
7 processing the records based on a specification in the configuration file.

1 64. The method of claim 63 wherein the records are transmissible, and the
2 processing includes compressing data in the records before transmission thereof.

1 65. The method of claim 63 wherein the specification includes a translation table,
2 and the data is compressed by translating selected terms in the records to representations
3 thereof in accordance with the translation table.

1 66. The method of claim 63 wherein the records are transmissible, and the
2 processing includes controlling a rate at which the records are transmitted.

1 67. The method of claim 66 wherein the specification includes a selected length
2 of a time window, and the rate is controlled based on a latency measure within the time
3 window.

1 68. The method of claim 63 wherein each record includes a plurality of fields,
2 and the processing includes identifying selected records which are transmissible based on
3 one or more values in a selected field of the selected records, the specification including
4 the identity of the selected field and the one or more values.

1 69. The method of claim 63 wherein the records are transmissible, and the
2 processing includes identifying priority statuses of the records based on the specification,
3 and causing the records to be transmitted in an order pursuant to the priority statuses
4 thereof.

1 70. The method of claim 69 wherein each record has a plurality of fields, the
2 specification including an association of a priority value with at least one of the fields
3 which has a selected value.

1 71. The method of claim 70 wherein the priority value includes a weight value
2 relative to a predetermined weight value.

1 72. A method for use in a communications system for processing a call received
2 in a call center where an operator provides services in the call, the communications
3 system including at least one device, the method comprising:
4 using the at least one device to help provide the services in the call;
5 generating by the at least one device a plurality of event records concerning the
6 services, each event record including an identifier identifying the call;

7 storing a configuration file;
8 processing the event records in accordance with a specification in the
9 configuration file;
10 receiving the processed event records through a communications network; and
11 generating a database which includes selected data from the received event
12 records.

1 73. The method of claim 72 wherein at least one of the services includes a search
2 for a telephone number.

1 74. The method of claim 72 wherein the at least one of the services includes a
2 StarBack service.

1 75. The method of claim 72 wherein the specification includes a translation table,
2 and the processing includes translating selected terms in the event records to
3 representations thereof in accordance with the translation table.

1 76. The method of claim 72 wherein the specification includes a selected length
2 of a time window, and the processing includes controlling a rate at which the event
3 records are transmitted through the communications network based on a latency measure
4 within the time window.

1 77. The method of claim 72 wherein each event record includes a plurality of
2 fields, selected event records being transmitted through the communications network, the
3 processing including identifying the selected event records based on one or more values
4 of a selected field in the selected event records, the specification including the identity of
5 the selected field and the one or more values.

1 78. The method of claim 72 wherein the processing includes identifying priority
2 statuses of the event records based on the specification, and causing the event records to
3 be transmitted through the communications network in an order pursuant to the priority
4 statuses thereof.

1 79. The method of claim 78 wherein each event record has a plurality of fields,
2 the specification including an association of a priority value with at least one of the fields
3 which has a selected value.

1 80. The method of claim 72 wherein the processing includes storing the event
2 records when a loss of a connection through the communications network is determined.

1 81. A method for capturing events comprising:
2 receiving data concerning first events;
3 inserting the data into a database;
4 identifying second events based on selected data being inserted into the database;
5 and
6 generating records representing the second events.

1 82. The method of claim 81 wherein the data includes identifiers identifying at
2 least one class to which the first events belong.

1 83. The method of claim 81 wherein the records include identifiers identifying at
2 least one class to which the second events belong.

1 84. The method of claim 81 wherein the first events concern outbound calls made
2 from a call center, and the second events concern long distance connections made in the
3 outbound calls.

1 85. The method of claim 81 wherein the first events concern conference calls
2 made through a call center, and the second events concern long distance connections
3 made in the conference calls.

1 86. The method of claim 81 wherein the first events concern outbound calls made
2 from a call center, and the second events concern a selected service to which the
3 outbound calls are connected.

1 87. The method of claim 81 wherein the first events concern conference calls
2 made through a call center, and the second events concern a selected service to which the
3 conference calls are connected.

1 88. A method for compiling statistics concerning at least one communication, the
2 communication including a plurality of events occurring during the communication, the
3 method comprising:

4 receiving records representing the events, each record including an identifier;
5 associating selected records with the communication based on the identifiers in
6 the selected records; and
7 generating the statistics concerning the communication based on data in the
8 selected records.

1 89. The method of claim 88 wherein the communication includes an information
2 assistance call.

1 90. The method of claim 88 wherein the identifiers each identify the
2 communication.

1 91. The method of claim 88 wherein the statistics is a function of time when the
2 communication takes place.

1 92. The method of claim 88 wherein the statistics is a function of an interval
2 during which the communication takes place.

1 93. The method of claim 88 wherein the communication is conducted through a
2 call center, and the statistics is a function of a location of the call center.

1 94. The method of claim 88 wherein the communication is transported through a
2 carrier, and the statistics is a function of the carrier.

1 95. The method of claim 88 wherein the communication originates from a
2 market, and the statistics is a function of the market.

1 96. The method of claim 88 wherein the selected records are selected based on a
2 type of event represented thereby.

1 97. The method of claim 88 wherein the data includes indications of selected
2 events represented by the selected records.